



DIVERSITY AND
INCLUSION
REPORT
2024



3 | 2022-24 Diversity and Inclusion Plan

6 | Main diversity and inclusion milestones in 2024

Our 4 goals:

- | | | | |
|-----------|------------|----|--|
| 7 | Internally | #1 | To consolidate gender diversity in management and pre-management positions and to continue promoting female leadership in the organisation |
| | | #2 | To strengthen our inclusive and diverse culture (beyond gender), and to ensure equal pay for everyone in the company |
| 10 | | | |
| 29 | Externally | #3 | To be the leading financial institution in terms of diversity and inclusion for our customers and business segments |
| | | #4 | To continue promoting diversity and equal opportunities in society through awareness initiatives and strategic alliances |
| 38 | | | |

46 | Diversity in CaixaBank territorial management teams

57 | The CaixaBank Group: Together we are stronger

2022-24 Diversity and Inclusion Plan

Diversity, equality and inclusion are part of the CaixaBank culture and have been priorities in our latest strategic plans. We have been working for years to be a **benchmark company for our people**, promoting all dimensions of diversity by creating **diverse, cross-functional and inclusive teams**, recognising people's individuality and heterogeneity and eliminating any exclusionary or discriminatory behaviour. In 2018, we created our **Wengage programme**, developed by people from all areas of CaixaBank, through which we promote and showcase **meritocracy, equal opportunities, inclusion and diversity**. **This programme** brings together all of the CaixaBank Group's diversity and inclusion initiatives.

Over the last three years, as part of the 2022-24 Diversity and Inclusion Plan, **we worked on four major challenges:**

- › **1. Consolidate gender diversity in management and pre-management positions, with a particular focus on senior management.**
- › **2. Continue to promote an inclusive and diverse culture (beyond gender) that ensures equal pay for all people within the organisation.**
- › **3. Work to remain the leading financial institution in diversity and inclusion for our customers, and support business segments with unique propositions.**
- › **4. Continue promoting diversity and equal opportunities to remain a benchmark in our society.**



2022-24 Diversity and Inclusion Plan

In 2022, we launched the 2022-24 Diversity and Inclusion Plan with the aim of addressing new challenges arising both within and outside the organisation, and to continue to be a benchmark company in diversity and inclusion both nationally and internationally. The plan, which was due to end in 2024, has been characterised by the evolution of the Wengage programme towards a new, more holistic and strategic dimension. During the three years of this plan, we made significant progress and, although we still have a lot of work ahead of us, we are confident that we will achieve our goals thanks to the commitment of everyone at the CaixaBank Group and the inspiration we receive every day from our customers.

Because what makes us different is never as big as what unites us.



2022-24 Diversity and Inclusion Plan

- » At CaixaBank, we have a **diversity team** that reports to the People Department, and 24 diversity and inclusion agents who are responsible for guiding diversity policies in the commercial network and in the companies of the CaixaBank Group.
- » We also have a **Diversity Committee**, which includes members of the Management Committee and senior management:
 - **David López**, Chief People Officer.
 - **Jaume Masana**, Head of Retail, Private & Business Banking.
 - **Matthias Bulach**, Head of Accounting, Management Control and Capital.
 - **Luis Javier Blas**, Chief Operating Officer.
 - **María Luisa Retamosa**, Head of Internal Audit.
 - **María Luisa Martínez**, Head of Communications and Institutional Relations.
 - **Mariona Vicens**, Head of Digital Transformation and Advanced Analytics.
 - **Carmen Gimeno**, Deputy General Manager of VidaCaixa.
 - **Anna Quirós**, Head of Culture and Selection.
- » Committee objectives:
 - **Drive change and emphasise diversity.**
 - **Facilitate the implementation of the defined actions.**
 - **Ensure that the project moves forward using the associated indicators.**



CHARACTERISTICS OF THE DIVERSITY COMMITTEE

 <p>Top-level committee</p>	 <p>Cross-cutting and representing different areas of the organisation</p>
 <p>Attendance: in person or online</p>	 <p>Frequency of meetings: quarterly</p>

We continue to make progress on the road to diversity and equality



With the publication of this **Diversity and Inclusion Report**, we present the projects done and the progress made during **2024** as part of our Wengage diversity programme. All of them pave the way for us to continue working on the **challenges of diversity and inclusion** that we will face in the coming years.

2024: a year in figures

» **57.4 %** **Women** on staff

» **43.4 %** Women in **management positions***



The strategic KPI set as a **target for 2024 (43%)** was achieved.

» **54.4 %** **Of women** of the total people who accessed management positions for the first time

» **463** Employees with **disabilities**

» **36,225** Employees from **four generations**

Generation Z (born after 1992): **4,5 %**

Generation Y (millennials, born between 1982 and 1992): **16 %**

Generation X (born between 1971 and 1981): **66,5 %**

Baby Boomers (born before 1971): **13 %**

» **1,123** People from **80** different **nationalities** other than Spanish

Key achievements in diversity and inclusion in 2024



Level A of excellence in the **Family-Responsible Company** certificate awarded by the Másfamilia Foundation



Obtaining the AENOR seal certifying the excellence of CaixaBank's mentoring process



1,078 participants in the **7th edition** of the WONNOW Awards for Female Excellence in STEM



More than 900 women in female mentoring programmes since 2017, with **57.6% of participants** promoted



8th edition of the Businesswoman Award and **4th edition** of the Self-Employed Professional Woman Award



External Advisory Committee on Diversity and Inclusion that assists CaixaBank in its **strategic decisions** in this area



*A partir de subdirección de oficina A y B.



Internal goal

#1

To consolidate gender diversity in **management and pre-management positions** and to continue promoting female leadership in the organisation

Profound changes are only possible if we start from within.



External Diversity and Inclusion Advisory Committee

Committee created to ask for and receive advice on strategic decisions regarding diversity and inclusion. This provides us with new perspectives based on the experience and knowledge of leading professionals.

The **Diversity Advisory Committee is made up of five members** and meets every four months (three meetings were held in 2024). All of them are part of leading national or international companies.

- **Koro Castellano**, former director of Amazon Prime Video in Spain.
- **Vanina Farber**, economist and political scientist who teaches Social Innovation at the Swiss business school IMD.
- **Carmina Ganyet**, Corporate CEO of Colonial.
- **Therese Jamaa**, Global Executive of Openchip & Software Technologies at Huawei Spain.
- **Teresa Sanjurjo**, Director of the Princess of Asturias Foundation.



Promoting a mentoring culture at CaixaBank

The focus is for **female managers at the organisation to assist, advise and inspire other female professionals in their career development.**

» Women's mentoring programme

Mentoring at the organisation began in 2017, as part of the Wengage programme, with the aim of showcasing role models, sharing experiences and increasing the percentage of women in management positions.

› More than **900 participants**.

› **64,3 %** of participants have been **promoted**.

› **2024 calendar**



Barcelona: October 2023 – May 2024



Balearic Islands: October 2023 – May 2024



North: November 2023 – May 2024



Canary Islands: March–November 2024



InTouch: April–October 2024



Ebro: April–November 2024



Promoting a mentoring culture at CaixaBank

» AENOR certification

CaixaBank became the **first company in Spain to obtain AENOR certification** for the **Best in Class** mentoring programme. This seal certifies a commitment to the highest standards of excellence in mentoring and learning programmes.



» 4th and 5th Women Cross-Mentoring with AED (Spanish Association of Executives)

Together with the Spanish Association of Executives (AED), we are promoting the fourth edition of this online programme, which uses mentoring to promote the presence of female executives in leading companies in Spain. Our goal is to create a **space for learning and sharing experiences between people from different companies and sectors**.



22 companies



96 participants,
48 couples

At the end of 2024, the 5th edition of the programme was launched, which started in January 2025.

» ClostinGap cross-mentoring programme

We participate in this programme for women working in organisations that – like CaixaBank – are part of the **ClostinGap association, a leading platform that analyses the economic impact of gender inequality** and the initiatives to reduce it. Close collaboration between the public and private sectors to develop joint mentoring programmes enables the exchange of experiences and learning between participating companies.



Meritocracy and equal opportunities in leadership positions

» We strengthen gender-sensitive shortlists in internal promotion processes

by encouraging the participation of the less represented gender. In addition, we promote diversity on the Talent Committee and in our pre-executive programmes.

» Impulsa Plan

Created in 2024 with the aim of accelerating the presence of women in management positions, focusing on areas with less representation. The plan implements accelerated actions in the talent identification, development and vacancy coverage phases, which complement the measures of the current Equality Plan.





Internal goal

#2



To strengthen our inclusive and diverse culture (beyond gender), and to ensure equal pay for everyone in the company

We can only let our talent shine in places that genuinely value us for who we are.



GENDER DIVERSITY

Equality Week 2024

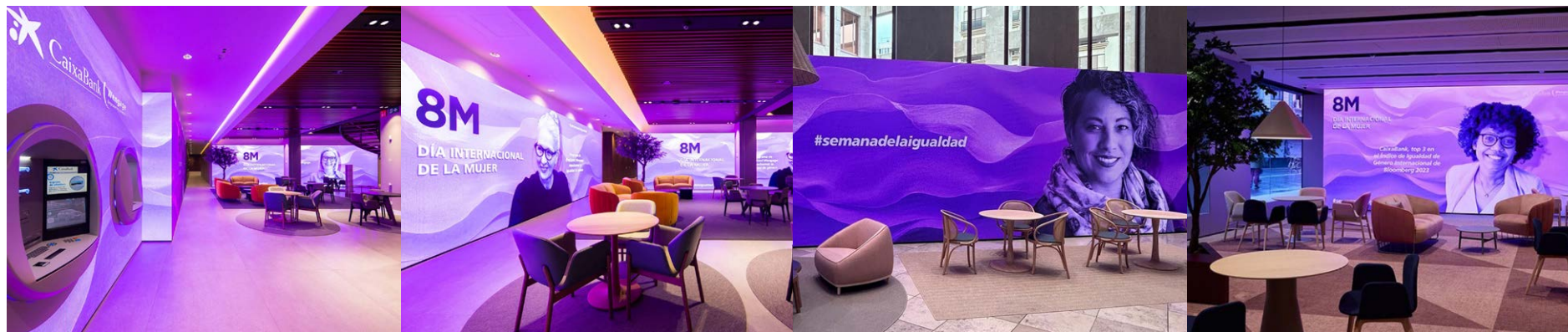
We implement numerous actions around **8 March, International Women's Day**.

» Internal actions:

- › Creation of a Wengage communication kit for managers, with resources to share in internal meetings with the aim of raising awareness among teams.
- › New themed wallpaper for Teams meetings. Video on equality.
- › indicators produced by 19 employees.
- › Participatory dynamic: we celebrated #EqualityWeek, during which teams posted photos on PeopleNow communities.
- › STEM ROOM workshop in Madrid: an initiative led by the WONNOW winners to promote STEM careers among children aged 10 to 13 through an escape room-style activity.
- › Interviews by all regional management teams to raise awareness of female role models and the diversity initiatives being implemented.
- › Two talks on diversity with Laia Palau (former Spanish basketball player) and Mercè Brey (expert in diversity and leadership).

» External actions:

- › Customisation of 6 All-in-One offices and 2 corporate buildings and POS advertising for #EqualityWeek in Store offices.
- › Workshop organised in collaboration with the Quiero Trabajo Foundation (I Want to Work), attended by 40 women at risk of exclusion from the labour market and 20 CaixaBank volunteers.
- › Launch campaign for the 7th edition of the WONNOW Awards.
- › Event: 'Commitment to Us Women' at the Valencian Community and Region of Murcia Regional Offices.
- › Social media content focused on female executives, office personalisation and inspiring quotes related to 8 March.





GENDER DIVERSITY



Equality Week 2024

» On PeopleNow (corporate intranet):

- › Over 500 photos of teams on PeopleNow.
- › Over 25,000 interactions with news and posts on the PeopleNow channel.
- › Over 50 news articles featuring interviews with professionals from the network and central services.
- › 19 participants in a video on equality indicators.

» STEM ROOM workshops: 32 children of participating employees

» Internal events:

- › 10 events to showcase female talent.
- › Two talks on diversity with Mercè Brey and Laia Palau.

» External events:

- › 5 external events with employees and customers.

» External communication campaign:

- › 22 content items published.
- › 7 different formats.
- › Impressions: 4,637,272.
- › Reach: 3,531,228.
- › Interactions: 83,500.



Equality Plan

» New training linked to the Equality Plan

Mandatory regulatory training activity in two parts:

› Preventing harassment in the CaixaBank workplace.

Raise awareness of the different types of harassment that can arise in the workplace, as well as the detection and prevention mechanisms that CaixaBank has put in place to manage them.

- #### › Labour rights of female workers officially recognised as victims of gender-based or sexual violence.
- To provide information on the employment rights that CaixaBank recognises for victims of gender-based or sexual violence who, in accordance with applicable ordinary legislation, have been recognised as such in their private lives, as well as raising awareness and providing information on the measures available and support tools.



GENDER DIVERSITY



Equal pay and diversity in Human Resources processes

- » In compliance with the obligation to adapt the Equality Plan to the new regulations, we conducted an **analysis of equal pay** between men and women.
- » In 2024, the **Remuneration Register** for 2023 was prepared **using the same methodology** as the previous year.
- » We studied **career paths to identify differences** between men and women and propose actions to reduce the gender gap.

- » **The adjusted gender pay gap**, which allows for the comparison of similar jobs and is calculated by comparing the salaries of male and female employees with the same seniority in the organisation who perform the same function and have the same professional level, **was 0.7% in 2024**. The criteria for calculating salaries included fixed and variable remuneration, and social benefits: savings and risk contributions to the pension fund, financial aid for studies for employees and their children, health insurance and other non-salary benefits (meal allowances, vehicle leasing, etc.).
- » **The gross pay gap** (comparison of remuneration calculated by subtracting the average remuneration of women from the average remuneration of men and dividing the result by the average remuneration of men) **was 14% in 2024**.

- » Although we were under no obligation to adopt action plans since the pay gap does not exceed 25%, the Equality Plan Monitoring Committee has analysed possible **action plans that could be adopted to reduce the pay gap** in the grouping levels of jobs of equal value where necessary



GENDER DIVERSITY

Protocol for the prevention, handling and elimination of harassment



» Under the umbrella of the Equality Plan, **this protocol regulates the mediation process**, with the **figure of an external mediator** as an additional measure for conflict resolution. Additional **confidentiality guarantees** were also introduced.

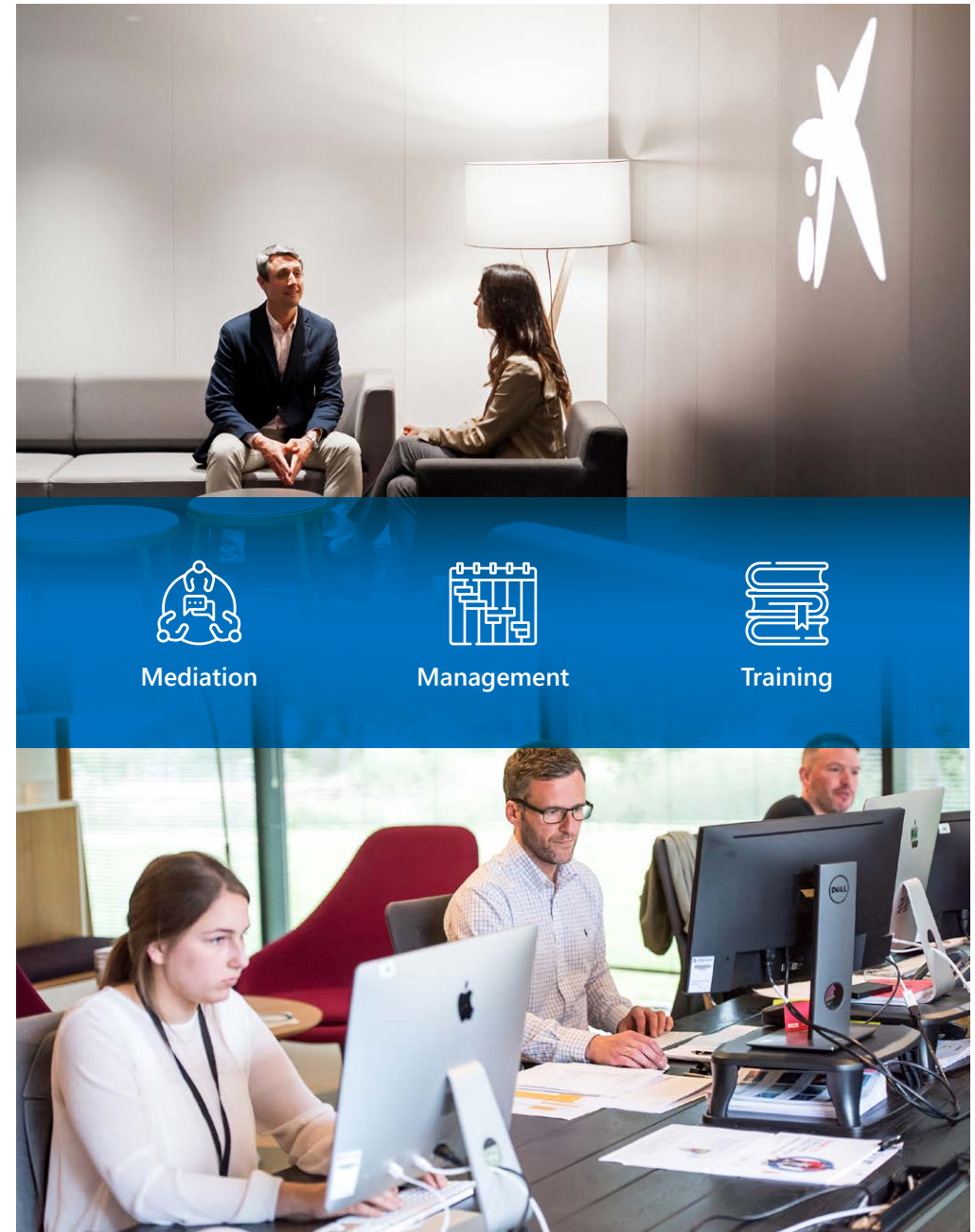


Download our **Protocol for the prevention, handling and elimination of harassment**

» The anti-harassment protocol is activated when an employee files a complaint. If the external figure determines that there are indications of such behaviour, an internal investigation is conducted, involving the legal and labour advisory services area. If it indicates that harassment has occurred, the case will be referred to the organisation's Incidents Committee, which will decide on the disciplinary action to be taken against those involved.

» **CaixaBank professionals must complete the mandatory Code of Conduct course**, which includes training on sexual harassment.

» Part of the course content is shown in our Code of Ethics and Business Conduct (page 7). Access the content by clicking [here](#).





GENDER DIVERSITY

Support for victims of gender-based
violence or sexual violence

At CaixaBank, we condemn all forms of violence against women and express our commitment and support for all victims. **To this end, we have the following resources and measures in place to support women in this situation:**

- » We have compiled a list of the **labour rights recognised** for victims of gender-based violence and sexual violence to make it easier for them to exercise these rights.
- » We have a **centralised, confidential mailbox** so that CaixaBank employees who may be victims of gender-based violence or sexual violence can report their situation. This allows us to manage your request from within the organisation, recognise your status and provide you with all the rights and measures available to you both legally and internally.



- » Publication of **awareness-raising content** on the internal PeopleNow channel, on the occasion of the International Day for the Elimination of Violence against Women, and CaixaBank's internal manifesto on rejecting all forms of violence against women and its commitment to and support for all victims.
- » CaixaBank has signed the **Companies for a Society Free of Gender Violence agreement with the Ministry of Equality** to promote social awareness and sensitivity against gender violence and thus continue to join forces and build alliances in this area.
- » As part of the **new Sexual Freedom Act**, which sets out new corporate obligations regarding the **prevention of 'conduct against sexual freedom and moral integrity at work'** and, in particular, in favour of victims of sexual violence, a **regulatory training programme** was launched in January 2024 **for all staff** (including management). It was linked to the Equality Plan on the prevention of harassment in the workplace at CaixaBank and on the labour rights of victims of gender-based violence or sexual violence.

AWARENESS RAISING AND TRAINING



Network of Diversity and Inclusion Agents

» A consolidated network of Diversity and Inclusion Agents, which ensures that the Wengage programme is present in all regions and reaches the entire workforce, as well as promoting its own initiatives.

We have 24 professionals from the CaixaBank Group who specialise in diversity and inclusion: 16 CaixaBank agents, in the regional network and Central Services, and 8 agents from Group companies.



24 professionals from the CaixaBank Group



» Quarterly meetings are held to continue developing their role and functions, co-create new challenges, and explore new ways of addressing diversity in all its dimensions.



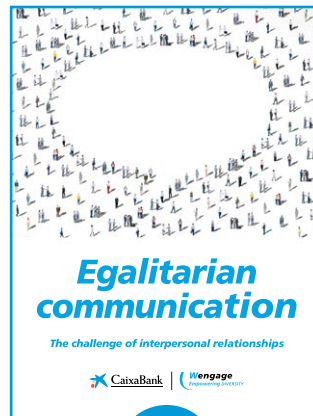


AWARENESS RAISING AND TRAINING



Other actions

- » We offer **courses** on diversity and inclusion on Virtaula and CaixaBank Talks internal events.
- » Training course: **'Zero bias: embracing diversity'**.
To make diversity and inclusion a reality, it is important to be aware of prejudices, beliefs and stereotypes. This course provides an in-depth understanding of the basic concepts of diversity, inclusion, stereotypes, prejudices, unconscious biases, and the chain of discrimination, among others.
- » We develop **communication and awareness raising campaigns** on PeopleNow, our intranet.
- » Impulsamos nuestra **Equal Communication Guide**, a proposition to foster more empathetic and equal communication among staff and towards customers.
- » We disseminated the **gender test** tool, which any CaixaBank professional can use to verify whether internal and external communication campaigns are free of gender stereotypes.



WORK-LIFE BALANCE AND FLEXIBILITY



EFR certification

- » **EFR certification**, awarded by the Másfamilia Foundation, has recognised our management model for work-life balance and equality since 2010. In 2021, we were the first Spanish financial institution to achieve an **A Excellent rating**.



- » In April 2024, we obtained the renewal of our EFR certification after passing **an external audit, maintaining our A Excellent rating**. In 2024, we kept working to improve how we handle our work-life balance and well-being, with new training initiatives and by maintaining all existing ones.
- » **Virtaula EFR course**: flexible and responsible leadership, aimed at managers but accessible to all staff, which presents the policies, measures and initiatives that promote work-life balance at CaixaBank in an educational way, with the aim of continuing to improve how we manage work-life balance and well-being.
- » We have three certified professionals within the EFR model: a **director, a manager and a specialist**, who are part of the Culture and Diversity Department within the People Division.



WORK-LIFE BALANCE AND FLEXIBILITY



EFR certification

» Wide range of measures included in a catalogue

We currently have a total of **156 flexibility and well-being measures** that we frame within the EFR model, of which **148 are greater than those defined in the collective bargaining agreement**. All of these are listed in a catalogue published and distributed on the internal PeopleXperience portal, under the section 'Managing my time' > 'Work-life balance'.

Distribution of measures by category	No.
Job quality	46
Temporal and spatial flexibility	19
Family support	39
Personal and professional development	20
Equal opportunities	32
EFR TOTAL	148
Agreement total	8
Work-family balance total	156

» Our commitment to the EFR initiative is to continue advancing in:

- > The new model of culture and leadership.
- > New ways of working with diversity, inclusion and sustainability.
- > The people development model.
- > The employee experience.
- > Awareness of the EFR model, especially among managers.
- > Awareness of flexibility measures among all staff.
- > Extension of the EFR model to the value chain.

The measures that guarantee equal opportunities, contribute to gender equality and facilitate work-life balance are set out in the Work-Life Balance Protocol annexed to the Equality Plan.

This plan was negotiated and agreed upon with 100% of the workers' legal representatives in January 2020, and was updated in February 2023. The measures are available to all staff on the corporate intranet.



WORK-LIFE BALANCE AND FLEXIBILITY



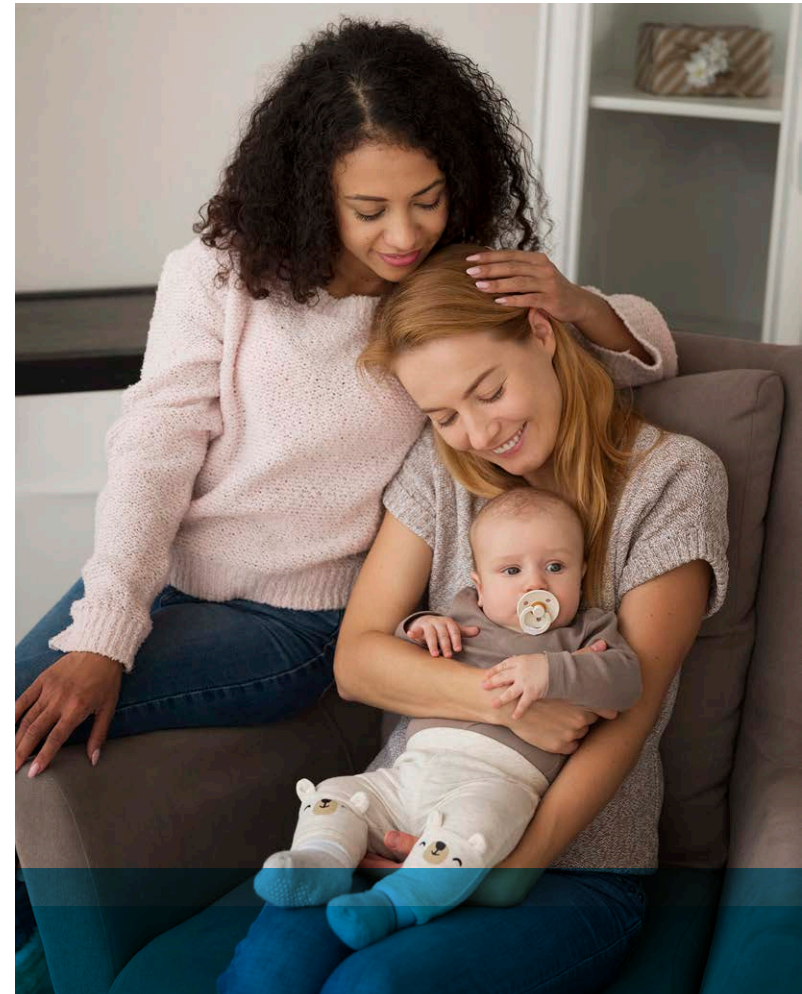
Family support plan

» Availability of breastfeeding rooms in corporate buildings.

Breastfeeding rooms are being fitted out in all centres with more than 50 employees. We currently have 47 centres with more than 50 employees throughout the country, 42 of which already have a breastfeeding room in operation; in the other 5, the location, reorganisation of space or construction work is pending.



42 breastfeeding rooms



» **Campaign for each birth among staff.** All employees of the organisation who have recently become parents receive a gift basket with items for their baby and a reminder of the benefits they are entitled to as new parents.



FUNCTIONAL DIVERSITY

2022-24 Plan



» We want to **continue moving forward** so that everyone has the same opportunities and can develop their talent within our organisation, as well as continuing to promote what unites us and raising awareness about respecting differences. That is why, in 2022, we designed the Functional Diversity Plan, focused on integrating and supporting employees with disabilities and raising awareness throughout the organisation.

During 2022 and early 2023, an initial qualitative assessment of disability was conducted, identifying a series of findings that, in turn, led to a proposed action plan.

In 2024, the most important initiatives of the plan were promoted, and in 2025, we will continue working on each of them.

» Our actions encompass three broad objectives:

- ① **We include and integrate people with disabilities**
- ② **We promote equal opportunities**
- ③ **We raise awareness throughout the organisation**

POLICY PRINCIPLES

Inclusive policy for people with disabilities, a pioneering initiative in the banking sector.

Launched in 2020, this policy involves:

» **Commitments to ensure that every year** there are more people with disabilities in our organisation, thereby promoting employment and inclusion.

» **Measures** such as:

- › **Adapting the job to the person.**
- › **One day of paid leave to attend to medical needs.**
- › **Free advice service for legal procedures.**



Non-discrimination



Promotion of receptive attitudes



Fight stereotypes and prejudices



Recognition of abilities, merits and skills



Inclusion



Accessibility



FUNCTIONAL DIVERSITY

2022-24 Plan



1 IWe include and integrate people with disabilities

- » We created a cross-cutting advisory working group, which will centralise and capitalise on the management of professionals with disabilities at CaixaBank to streamline any queries or incidents that may arise.
- » New mailbox for sending queries and requests from people with disabilities working at CaixaBank.
- » Consultation and awareness-raising service up and running, through which teams can request a call or online meetings with Vivofácil to receive advice on appropriate treatment and disability.
- » We promote the Aflora Plan together with the organisation Vivofácil. We promoted an internal campaign to encourage employees with disabilities to come forward and we raised awareness throughout the organisation about inclusion and diversity.

Vivofácil

» 7 cases emerged in 2024.



475 recognised cases of disability

- » We include and integrate the Family Plan together with the Adecco Foundation. This programme provides care, guidance and intervention for children of employees with a disability equal to or greater than 33%. The Family Plan is designed to promote skills and abilities that improve personal autonomy and provide greater opportunities for future employment.



364 beneficiaries



FUNDACIÓN ADECCO



FUNCTIONAL DIVERSITY

2022-24 Plan



2 We promote equal opportunities

- » Continuation of the project that hired three professionals with ASD (autism spectrum disorder) into the IT (information technology) Service and Quality Control team for outsourced software review projects.
- » Second edition of the **social and occupational assessment and guidance project for young people with ASD**. Through a donation linked to the Spanish General Disability Law (LGD), this pioneering project is being funded to promote the inclusion of people with ASD in the workplace: a skills assessment and career guidance course for young people, created and led by the international organisation **SPECIALISTERNE** and its team of career coaches. In 2024, the second edition of this course was held, providing young people with a realistic understanding of themselves, their vocational interests, skills, competencies, values, goals, etc. They gained knowledge about the educational and professional environment and acquired the skills necessary to obtain employment through personalised guidance. In this edition, students visited CaixaBank to learn about the professional reality of a financial institution.

SPECIALISTERNE
Passion for details



- » **Teresa Project (TEchnology REsearch for Social Advance)**. The Tasubinsa organisation, which promotes the inclusion of people with disabilities in the workplace, collaborates with CaixaBank's IT Service and Quality Control team (Resources Department) in managing compliance with incident closure commitments by identifying tasks and services that can be performed by people with intellectual disabilities.



FUNCTIONAL DIVERSITY

2022-24 Plan



3 We raise awareness throughout the organisation

And we do this through:

- » We created a *Guía sobre discapacidad y trato adecuado* (Guide on Disability and Appropriate Treatment), content developed by the Adecco Foundation in collaboration with CaixaBank professionals with disabilities (100% accessible) and an infographic on how we interact with disability at CaixaBank, with 10 practices that help us better understand the reality of people with disabilities and become more inclusive individuals and professionals.



- » We started filming an internal mini-series, *Talent without Labels*, which will show how disability is experienced at CaixaBank from different perspectives. The first episode was filmed on 3 December, International Day of Persons with Disabilities, at central services in Barcelona. It featured two colleagues with visual impairments, directors from different areas of the organisation, Sponsorships, and a Paralympic athlete.
- » Guidance and counselling service on disability and dependency for employees and their families. With the help of Vivofácil, we support and advise our staff in any situation or circumstance related to functional diversity through an anonymous and free service.
- » Training activity 'Diversity, disability and appropriate treatment' at *Virtaula*. Voluntary online course provided by the Adecco Foundation to learn about the reality of people with disabilities and the wealth they bring to businesses and society, free from stereotypes and bias.
- » Recurring communications in *PeopleNow*, such as the celebration of International Day of Persons with Disabilities and other related content.

GENERATIONAL DIVERSITY

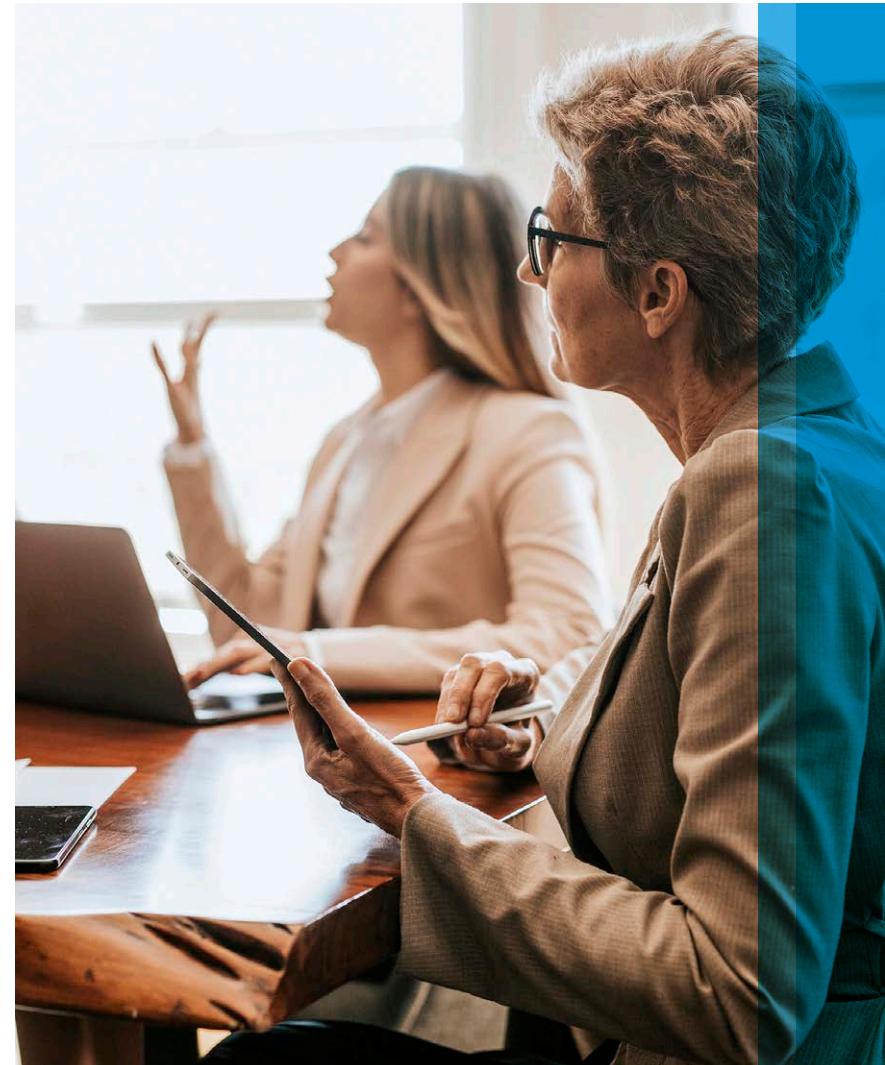


Goals

The generational diversity programme is based on an assessment of the situation within the organisation, analysing demographic trends and their impact on structural indicators. Given the ageing of the population at large and of CaixaBank's workforce in particular, generational diversity will be a key factor to manage in our organisation, promoting synergies between generations and addressing the different needs and expectations of each stage of life. Each generation brings different lessons, knowledge and insights. That is why **we work internally to create mixed teams and promote the value of generational diversity.**

» The **objectives of the generational diversity programme** are:

- » Integrate generational diversity into corporate strategy and the employee experience.
- » Anticipate problems arising from an ageing workforce.
- » Identify actions that improve harmonious relations between different generations within the organisation.
- » Leverage the knowledge of each generation to strengthen and support the organisation's strategy.



GENERATIONAL DIVERSITY



Our initiatives to encourage generational diversity

- » **We Are Healthy Programme** with a generational vision, incorporating content and articles of interest, workshops, webinars, challenges and healthy routines.
- » **Continuing education plan** to facilitate internal mobility for all employees throughout their professional careers.
- » **Awareness raising among all people** through specific content on diversity and inclusion and unconscious biases to combat prejudice and eliminate labels that have been imposed on each generation.
- » **Promoting inclusive leadership through the diverse team management module** in all management development programmes, to ensure the genuine inclusion of all individuals and team cohesion.
- » **Acknowledgement events:** Events were held throughout the country to recognise professionals who have worked at our organisation for 25 and 35 years.

- » **Second most transparent IBEX 35 company** with the best practices for senior employees, according to the **Haz Foundation** ranking.



- » **Participation in working groups** to promote the value of ageless talent:

- » We are collaborating partners of the **GT Observatory (Generation and Talent)**, which promotes generational diversity and the value of senior talent in organisations.

ObservatorioGT
Generación y Talento

- » **SERES Foundation**, whose mission is to encourage and promote strategic business actions that contribute to the overall improvement of society and generate value for both society and the company.

Seres
fundación sociedad
y empresa responsable

- » **Aon-enClave de Personas** working group to explore the challenges and opportunities of senior talent and the factors that drive its management.

**enClave
de Personas**





LGBTIQ+ DIVERSITY

LGBTIQ+ 2023-24 Plan



At CaixaBank, we reaffirm our commitment to LGBTQ+ diversity

because we believe it is essential to be able to be oneself in both one's private and professional lives. And because we believe that when people can freely reveal who they really are, their talent within an organisation flourishes, they enjoy greater well-being and feel more committed and proud to belong.

That is why, in 2023, we defined a new LGBTQ+ Diversity Plan at CaixaBank, whose objectives are:

- 1 Take another step forward in our drive to promote an inclusive and respectful culture for the LGBTQ+ community within the organisation.
- 2 Raise awareness among all staff about LGBTQ+ diversity by normalising it, making it visible and providing valuable knowledge about the reality of this group.

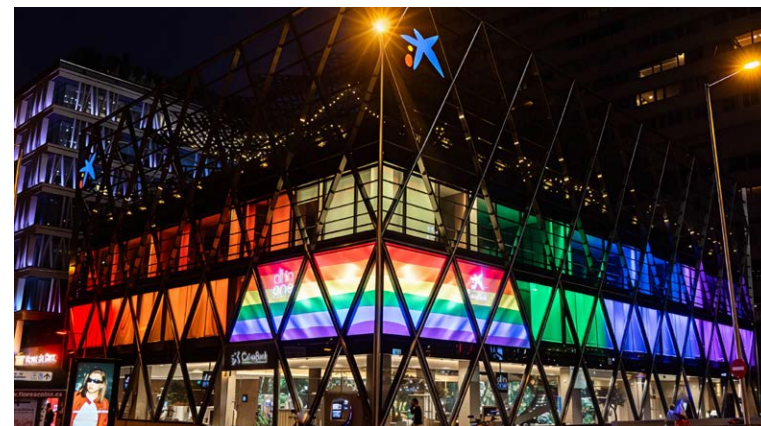
Since 2020, we have **adhered to the United Nations standards of conduct** to halt discrimination against the LGBTQ+ community (Global LGBTI Standards for Business).



In 2022, we joined REDI, the Spanish non-profit association that promotes an inclusive and respectful environment for LGBTQ+ diversity in the workplace.

Some of the actions carried out in 2024 included:

- » **Content on PeopleNow**, our intranet, to raise awareness about LGBTQ+ diversity: International LGBTQ+ Pride Day and International Day Against Homophobia, Transphobia and Biphobia.
- » **Awareness raising and visibility of LGBTQ+ diversity** through content on corporate social media.
- » **Focus group with LGBTQ+ customers** to learn about their experiences with financial institutions and identify areas for improvement at CaixaBank.
- » **Creation of a POS display with a message about our commitment** to the LGBTQ+ community on the inside screen of the Store Tribunal office.
- » **Theming of the All in One office in Colón (Madrid)** on two important dates: 28 June and 6 July (Saturday), the day of the parade, where the main event of MADDO (Madrid Pride) took place.





CULTURAL DIVERSITY

New Cultural Diversity Action Plan



Understanding and appreciating cultural diversity is essential for building strong and harmonious relationships in an increasingly interconnected world. By understanding different cultures, we embrace the richness of the traditions, customs, and beliefs that surround us. Furthermore, our workplace promotes mutual respect and tolerance, creating an environment where everyone can feel valued and accepted.

At CaixaBank, we are committed to cultural diversity, which is why we want to ensure an inclusive multicultural environment that promotes racial and ethnic equality through awareness-raising and internal and external communication initiatives.

Coinciding with 21 May, **World Cultural Diversity Day**, several awareness-raising and communication actions were implemented for the first time through PeopleNow, as well as pieces on corporate social media.

» The book *Recipes of the World* showcases the diverse cultures of the people who work at CaixaBank. Created with the participation of 20 employees from different countries who, through a recipe, helped us discover the cultural diversity all around us.



» Practical guide on cultural diversity

in our professional environment with relevant information on inclusive attitudes and language, unconscious biases, everyday situations, etc., to help detect racist stereotypes and prejudices towards people from other cultures and contribute to avoiding mistakes in our intercultural relationships with colleagues and customers. In addition, we created an **infographic with recommendations and best practices for achieving a diverse and inclusive environment**.

Diversidad Cultural

Prácticas para lograr un entorno diverso e inclusivo

¿Te gustaría alcanzar un mayor compromiso con la diversidad cultural? Aquí te ofrecemos una serie de recomendaciones y reflexiones para que puedas poner en práctica en tu día a día.

1 **MI MANERA DE VIVIR NO ES MEJOR NI PEOR QUE NINGUNA OTRA.** Es fruto de una construcción social en un contexto determinado. Es importante no asumir que mi propio estilo de comunicación, valores o maneras de comprender el mundo son los únicos válidos.

2 **¡Practica la empatía!** ¿Alguna vez te has preguntado cómo sería comenzar una vida en otro país donde nos hables su idioma y no conoces las costumbres? La empatía puede ser tu puente para comprender y respetar a los demás, sin importar su origen.

3 **Desafía tus prejuicios.** Todos tenemos ideas preconcebidas, pero es hora de cuestionarlas. No dejes que los estereotipos definan tus interacciones. Haz una autoevaluación de tus creencias y prejuicios sobre los demás.

4 **NO GENEREMOS NI PRESUMAMOS CARGAS CULTURALES.** Todas las personas de tal país son... ¿Todas? ¿Conoces a todas? ¿En qué te basas?

5 **MÁS ALLÁ DE LAS APARIENCIAS.** No debemos presuponer que el aspecto físico de una persona tiene una relación directa con nuestra idea de nacionalidad o cultura. Juzgar a alguien por su aspecto es como leer un libro por su portada.

6 **Evita a toda costa las expresiones, comentarios despectivos o bromas** sobre nacionalidades o culturas. Las bromas o chistes suelen estar basados en estereotipos racistas y en prejuicios.

7 **Escucha activamente, puedes aprender mucho.** Cuando alguien comparte una experiencia diferente, escucha con curiosidad, no con juicio. Si un compañero habla de sus tradiciones festivas únicas, abraza la novedad en lugar de compararla con la tuya.

8 **Supera la barrera del idioma:** Si te encuentras con una barrera idiomática, busca herramientas para facilitar la comunicación, como los traductores online, incluso tienen opciones de audio. Para mensajes cruciales, ponlo por escrito.

Promueve, acepta y respeta la diversidad de opiniones, apariencias y formas de pensar en tu lugar de trabajo.

¡Lo que nos diferencia nunca es tan grande como lo que nos une!

» CaixaBank was awarded second prize at the **Diversity and Well-being Awards** for its Cultural Diversity Action Plan. Companies previously certified as TOP DIVERSITY COMPANIES in categories covering the most relevant aspects of corporate management in these areas are eligible for these awards. The awards recognise the most innovative, disruptive and effective initiatives in the business landscape.



Certifications, indexes, seals of excellence and awards

For all its work in the area of diversity, CaixaBank has been recognised with the following certifications and indices:



» For the 14th consecutive year, we renewed our **Flexible and Responsible Company (EFR) Certificate, maintaining our A Excellence rating**. This certificate is awarded by the Másfamilia Foundation in recognition of the promotion of work-life balance through policies and measures that support it.



» We renewed the **Equality in the Workplace Award** from the Women's Institute. This is a mark of excellence awarded by the Ministry of Equality to companies and other organisations that have done outstanding work in developing policies promoting equality between women and men in the workplace through the implementation of equality plans and measures.



Woman forward

» Bronze award and sixth place in the **2nd Ranking of Companies for Gender Equality** by the Woman Forward Foundation in 2023, which aims to promote female leadership in the business environment. The Company Equality Ranking assesses companies qualitatively and quantitatively across six priority areas of gender equality.



**Diversity
Leading Company**

» Since 2022, we have been certified as a Diversity Leading Company, a **recognition from Equipos y Talento** for our commitment to female leadership and talent, as well as to the promotion and management of diversity.



**Empowering
Women's Talent**
by Equipos y Talento

» In 2024, the company was awarded the **Empowering Women's Talent** seal for its commitment to developing female talent.



» Inclusion in Intrama's **Top 30 Diversity Companies**, which lists the thirty companies in Spain with the best practices in diversity and inclusion.



» **Best Women Talent Company** certification, from Intrama. This award recognises the top 30 companies in Spain with best practices in implementing equality and inclusion policies focused on raising the profile and positioning of women within the organisation.



» Second **Prize in Intrama's Diversity and Inclusion Awards**, in the cultural diversity category, for our project to launch the cultural diversity plan.



External goal

#3

To be the leading financial institution in terms of diversity and inclusion for our customers and business segments

Embracing inclusion enables us to understand and provide solutions for the people of today and the modern world.



CaixaBank companies

We are again doubling our efforts to recognise the talent of leading female entrepreneurs.

» CaixaBank Businesswoman Award

In 2024, we celebrated the 8th edition of these awards, which recognise the talent and professional excellence of 12 female businesswomen in Spain **who are leaders in their field thanks to their track record, strategic vision, capacity for innovation and transformative leadership**. We promote their visibility and participation in national and international networks (IWEF).



104 regional winners from 2017 to 2024



Judith Viader, CEO of Frit Ravich, was chosen as the national winner from among twelve regional winners for her entrepreneurial spirit and strategic vision.

» Businesswoman Award Community

Created in 2020, the community is a virtual network that brings together the winners of all editions of the awards in Spain and serves as a **platform and meeting point for the exchange of knowledge, ideas and experiences** among the award-winning female executives. To keep the community informed about the latest news and developments in the business and diversity fields, we have created a regular newsletter, in which we also publish interviews with the winners.

» IWEF

We are a sponsor of the International Women's Forum (IWF) and the IWEF Foundation. The IWF promotes female leadership and equality round the world, and the IWEF Foundation aims to help female entrepreneurs internationalise their businesses and expand their companies. Every year we collaborate in the IWEF Annual Conference. This is an annual international event that **brings together women entrepreneurs from round the world with the aim of increasing the visibility, credibility and responsibility of women entrepreneurs** in the development of the 21st-century global economy.





Businesses

» A - Self-Employed Professional Woman Award

The fourth edition of these awards, which recognise the leadership and talent of self-employed professional women in Spain.

The winner in the national category of the fourth edition of the CaixaBank Self-Employed Professional Woman Award was **Irache Echeverría** from Navarre, selected both for her career and for her **agricultural and livestock project focused on dairy sheep farming**. The winner received a cash prize of €6,000 to be used for business and personal training, and will benefit from a promotional campaign for their brand through the communication channels of the Association of Self-Employed Workers. She will also have access to an online master's degree in AI and Innovation at the Founderz digital business school.



» Founderz Award

Among the 11 regional winners of the A Prize, a special Founderz prize was awarded, which on this occasion went to **Chelo García** from Madrid for her Opticlass project, and **Vanessa García Gatzsch** from Valencia for her Barana Acció Creativa project. They will benefit from an online master's degree in AI and Innovation at Founderz.



11 regional winners

1 national winner and **1** Founderz special prize for two of the regional winners



382 candidates



AgroBank, with rural women

We promote women in rural areas with a special focus on rural entrepreneurship, concentrating on three areas: training, empowerment and visibility.

» We renewed our **partnership to strategic alliances with the main associations** that support women in rural areas: FADEMUR (Federation of Rural Women's Associations), AFAMMER (Association of Rural Families and Women) and Agri-Food Cooperatives of Spain.

» **Fourth edition of the AgroBank Chair, Women in Science: Award for the Best Master's Thesis**, in collaboration with the University of Lleida. Supports female scientists working in the fields of agriculture, livestock and food, thereby promoting gender equality in science.

AgroBank

» **CaixaBank Chair on Women, Business and the Rural World.** AgroBank collaborates with the University of Castilla-La Mancha (UCLM) on this chair, which was created to achieve better compliance with and development of objectives in the field of equality and the rural world, facilitating the transfer of applied and practical scientific knowledge through research, training and the promotion of entrepreneurship in rural areas. In 2024, the first edition of the award for the best master's thesis from the Chair on Women, Business and the Rural World was launched. This award aims to recognise excellence in high-quality academic work that represents progress for the rural world, with a special focus on equal opportunities for men and women.

» CaixaBank is a member of the ClosinGap association, which analyses the economic and social cost of gender gaps and the impact of initiatives to reduce them. To visualise the gap, we produced and led the report on the gender gap in rural areas, which looks at the opportunity cost of the gender gap in rural areas.

» **Second edition of the Crecemos Juntas programme** (We Grow Together), a mentoring initiative promoted by the Ministry of Agriculture, Fisheries and Food and AgroBank, which promotes and raises awareness of the work of women entrepreneurs in rural areas.



» **Microcredit programme for women's entrepreneurship projects in rural areas** with MicroBank.



CaixaBank Seniors

We analyse and adapt the value proposition for customers and our relationship with them, so that it is as diverse and inclusive as possible. In this regard, we are taking steps to adapt our customer service and business processes, as well as informing our customers about CaixaBank's commitment and track record.

We highlight this value proposition aimed at meeting the needs of the senior segment, with a back-to-basics relationship model based on four pillars:

- ① **Manager of Seniors**
- ② **Ecosystem of specific services and products**
- ③ **Experience of Senior Customers**
- ④ **Visibility**

- ① **Manager of Seniors:** specialist exclusively dedicated to assisting and advising senior clients, trained in gerontology.

In 2022, CaixaBank was awarded **first prize in the Inside Company category of the 4th Generación Awards** presented by the **Generation & Talent Observatory**, which recognises good practices in raising awareness and managing generational diversity in organisations.



CaixaBank

Sēniors



- ② We offer an **ecosystem of specific services and products**, to meet the needs of customers at any stage of life.
- ③ **Senior Customer Experience:** measures are developed and implemented both in branches and through other channels to improve the customer experience with the bank.



CaixaBank Seniors

4 Visibility: CaixaBank Seniors is **present in the media** and in the main **opinion forums** on this segment: Senior Economy Forum, a separate category at EXXI and the UB Longevity Institute Chair.

» We have strengthened our commitment to this customer segment by **signing the Financial Inclusion Protocol for the Elderly** (23 February 2022).

» We renewed our **AENOR certification as an Organisation Committed to the Elderly**. AENOR identified the following as the bank's strengths in the senior segment: priority service in branches, high employee engagement with these customers and the training of specialist managers, among others.



» A **fraud prevention initiative for senior customers was launched through videos by Tricicle**. CaixaBank partnered with the comedy theatre group Tricicle to produce a six-part comedy micro-series aimed at promoting fraud prevention and cybersecurity. The content focuses on recommendations for best practices that are accessible to all ages, with special mention of senior citizens, one of the groups that most requests training on these topics.



More than 1,600 specialised professionals working exclusively in this area



Advance payment of monthly pensions on the 24th of each month



Easy-to-use ATMs adapted for passbooks



Personalised assistance by phone and WhatsApp



The most extensive network of branches and ATMs in Spain (more than 2,200 municipalities)



We do not neglect towns and are expanding our coach service (some 1,300 municipalities)



No restrictions for teller times



Voluntary activities to help elderly people



Personal assistance in using ATMs



Value proposition for customers with disabilities

We create initiatives that improve the experience and accessibility of our customers with functional diversity.

- › Addressing their multiple realities
- › Researching and learning about their experiences and needs
- › Developing customer-centric solutions

To achieve this, we developed the following innovative actions:

- › **CaixaBank branches accessible** to people with functional diversity. CaixaBank branches are now accessible 24 hours a day, equipped with access ramps and lifts. The accessibility model also merits mention that is based on the Apsis4All programme, which helps overcome barriers at ATMs.
- › **Website** with AA accessibility level (in accordance with the Web Content Accessibility Guidelines).
- › CaixaBank is the first bank to launch a **sign language video interpretation service in its branches**. The SVisual service, which is aimed at people with hearing impairments and is completely free of charge, removes communication barriers, improves transparency, prevents errors resulting from a lack of fluency in conversations, and allows this group to be offered valuable investment and financing propositions.
- › **Accessibility to app**, which is a native application accessible to people with diverse abilities, designed under mobile accessibility standards and taking advantage of all the technical possibilities offered today by iOS and Android operating systems.

- › **Braille Pack: an accessible experience for all our customers.** We are the first financial institution in Spain to offer the entire card application process in an accessible format. In collaboration with ONCE and CaixaBank Payments & Consumer, any CaixaBank card (credit, debit and prepaid) can be ordered with a Braille code. Any customer who would like a card adapted to the Braille system can request the pack at any branch. The customer receives the pack, consisting of two cards, together with a welcome letter in Braille and printed, with instructions for use and activation.

The pack consists of two cards:

- › **Financial card** embossed in Braille for making payments in physical shops and ATMs. It offers several accessible activation options and has a voice-guided menu (2222) at ATMs.
- › **E-commerce card** that displays the necessary information for any online transaction in Braille, such as the card number, expiry date and CVV.



- › CaixaBank is working jointly with ONCE to promote a social, employment and financial inclusion plan for people with disabilities through an agreement that consists of three separate agreements setting out different commitments to promote joint actions.



Plan for equal treatment and non-discrimination in the provision of financial services to CaixaBank customers

CaixaBank has developed a **Plan for equal treatment and non-discrimination in the provision of financial services to CaixaBank customers**, with the aim of responding to the requirements of Law 15/2022 of 12 July, on comprehensive equal treatment and non-discrimination, which seeks to prevent and, where appropriate, remedy situations of discrimination that may arise in different areas and, in particular, in the offering, access and provision of services by companies and in regulations protecting vulnerable consumers.

However, CaixaBank already had a series of measures in place within the organisation, such as a network of managers for seniors, the role of the 'meeter', a protocol for designing inclusive products, the adaptation of ATMs, the website and app to different customer needs (visual impairment, reduced mobility), a digital guide, the opening of social accounts and measures against de-ruralisation, among others.

» Phases of the plan

- 1 Identify the main groups of vulnerable customers as the target audience for our measures.
- 2 Detect barriers that each of the identified groups may encounter in the bank's operations and services.
- 3 Propose and implement action protocols with corrective measures for the barriers identified.

» Identification of vulnerable groups

Groups of particularly vulnerable consumers were identified: **individuals** who, either individually or as a group, due to their characteristics, needs or personal, economic, educational or social circumstances, find themselves, – whether regional, sectoral or temporarily – in a **special situation of subordination, defencelessness or lack of protection that prevents them from exercising their rights as consumers** under conditions of equality.

» Priority groups:

1. Minors
2. Elderly (senior citizens)
3. People living in rural areas
4. People with physical disabilities (sensory or motor)
5. People with intellectual disabilities
6. Migrants, refugees and seasonal workers
7. People with low economic resources
8. People deprived of their freedom (includes people in day release plans in prisons)
9. Victims of gender-based violence





Plan for equal treatment and non-discrimination in the provision of financial services to CaixaBank customers

» We have the **following protocols** available:

» **Protocol for assisting female customers who are victims of gender-based violence**

Objective: to provide personalised assistance to female customers who are victims of gender-based violence, manage their personal data and offer guidance on the financial products and services they have taken out or that CaixaBank can offer them.

» **Asset protection protocol for vulnerable groups**

Objective: to protect the bank accounts of vulnerable customers from possible exploitation by third parties. A Framework Collaboration Agreement was signed with the State Attorney General's Office and banking associations, under the supervision of the Bank of Spain.

» **Support for People with Intellectual Disabilities or Mental Health Issues**

We developed the Día a Día Apoyo Capacidad Jurídica programme, which offers tailored products and services to enable them to manage their personal finances safely and independently. To make our products easier to understand, we have improved our contractual communications using the Easy-to-Read methodology, making them simpler to understand.

» **Integration Account**

This is a temporary solution for vulnerable customers who do not yet have the necessary documentation (employment contract, payslips, etc.) and need to open a deposit account to receive benefits or access employment. This account provides access to basic financial services free of charge.





External goal

#4



To continue promoting diversity and equal opportunities in society through awareness initiatives and strategic alliances

We share the same goal: to ensure the inclusion of everyone and make a positive impact on society.



Leadership, entrepreneurship and business initiatives

» ClosinGap Association

We participate in this cluster that analyses the economic and social opportunities of gender gaps and includes 14 large business organisations: Merck, MAPFRE, Repsol, BMW Group, Mahou San Miguel and Solán de Cabras, PriceWaterhouseCoopers, CaixaBank, the ONCE Social Group, KREAB, the CEOE Foundation, Telefónica, Redeia, Herbert Smith Freehills and Enagás.

Under the slogan 'A look at the future', the sixth edition of the **Economic Equality Summit** was held, a forum for debate focused on young talent, entrepreneurship and technology as key drivers for advancing gender equality, with a special emphasis on the economic impact of inequality on the country.

As part of the 6th Economic Equality Summit, the **ClosinGap Awards** ceremony was held. These awards recognise individuals who, through their professional and personal achievements, have actively contributed to reducing the gender gap. The award winners were recognised for their commitment and efforts to promote equal opportunities, thereby proving that progress towards a more equitable society is both possible and necessary.

» Women in Banking Association (WIB)

An association created with the aim of leading and promoting change by raising awareness of the value of women in decision-making positions in Spanish banking. The goal of WIB is to become a benchmark for the financial sector in terms of diversity and inclusion of women, to showcase female talent and to inspire new generations through role models. The initiative is supported by 20 financial institutions operating in Spain and the Spanish Banking Association (AEB).

We celebrated the **second WIB meeting in Barcelona**, with CaixaBank as one of the hosts, featuring working sessions and networking with member companies of the initiative and a round table discussion on how AI is affecting banking.





Initiatives in innovation and education

We continue to emphasise the promotion of careers in science, technology and mathematics through the **WONNOW Awards and other initiatives**.

» We celebrated the 7th edition of the **WONNOW Awards** with Microsoft Ibérica. With these awards, we recognise academic excellence and talent among students in STEM (science, technology, engineering and mathematics) degree programmes. The 16 winners of the latest scholarships joined the CaixaBank Group (CaixaBank, CaixaBank Tech and CaixaBank Business Intelligence) in October 2024 and began the mentoring programme with Microsoft in the following months. In addition to promoting gender equality in STEM professions, this initiative.

» We continued to promote the **STEM ROOM project**, an initiative co-created with the WONNOW winners to incite interest in scientific and technological careers in girls and boys aged 12 and 13, breaking gender stereotypes and bringing role models closer to them. Activities such as an escape room were organised, presenting a puzzle that young people had to solve by putting into practice different STEM-related skills.

The **WONNOW winners play the role of STEM MASTERS**, presenting the puzzle and guiding the teams through the activities while sharing their professional careers and personal stories to serve as role models. In 2024, it was held in Madrid with the children of employees and had more than 30 participants.



1,078 candidates registered for the 7th edition



Promotion and monitoring through the **WONNOW Community** on LinkedIn



Initiatives in innovation and education

- » We participated in the fifth edition of **#ChicasImparables**, a leadership training programme for youth aged 15 to 18, taught by IE University professors and promoted by CaixaBank.
- » We fund **scholarships for young people with disabilities** in partnership with the Randstad, Prevent and Eurofirms foundations.
- » **Project for the assessment and social and occupational guidance of young people with ASD (autism spectrum disorders)**, consisting of a skills assessment and career guidance course led by the international organisation SPECIALISTERNE and its team of career coaches. The second edition of the programme took place in 2024.



- » Our corporate volunteering programme also promotes the inclusion of people with disabilities. During 2024, the following data relates to **our diversity-related activities**:

» **Activities:** 3,972

» **Volunteer hours:** 29,030

» **Beneficiaries:** 62,869





Initiatives in sport

We remain firmly committed to supporting **women's sport**, an area where there is still work ahead to achieve equality. That is why we continue to sponsor and promote initiatives to reach as many people as possible, **including adapted sports for people with disabilities**.

- » We are the **official sponsor of the women's football team**.
- » We sponsor **other sports** with strong regional roots and significant female participation.
- » We promote **reports and content** on gender equality in sport.
- » We support **sport for people with disabilities** by sponsoring the Spanish Paralympic Committee (CPE) and collaborating with the Spanish Federation of Sports for People with Physical Disabilities (FEDDF) to promote **wheelchair basketball**. All this with the aim of supporting our athletes on their journey towards their goals, sharing values such as effort, dedication and self-improvement.
- » We promote #INCONFORMISTASDELDEPORTE (#NONCONFORMISTSINSPORT).



#INCONFORMISTAS
DEL DEPORTE

- » **Sponsorship of Sail Team BCN**, the women's and promising youth team that competed in the 37th America's Cup, and presentation of the book *Sentir la libertad* (*Feel the Freedom*).



- » **Road to Paris**: Through this project, multiple actions were promoted to raise awareness and normalise disability, educate society, and bring each of these elite athletes closer to the community. CaixaBank created a route that simulated the path of the Paralympic torch, passing through each of the regional offices where the bank operates in Spain.



- » Sponsorship of the **ski and snowboard programme for people with disabilities** at the Sierra Nevada resort, with the pilot accessibility programme.
- » We sponsored the **7th Inclusive Race** organised by the Estudiantes Basketball Club.





Awareness-raising and empowerment content and projects

» We have run three editions of the Triumph in Your Interview programme.

This project began in 2022, and three editions were held in 2024. Through Wengage, we promoted this initiative, together with the Quiero Trabajo Foundation and with the support of CaixaBank volunteers, which **aims to help women at risk of exclusion find employment**. We financed this project, which has 20 volunteers from CaixaBank who have conducted **two individual mentoring sessions** with the women beneficiaries. To this end, volunteers received prior training to enable them to support the women, highlighting their skills and talents and empowering them to re-enter the labour market. In addition to mentoring, the programme offers a variety of learning methods, such as a **training platform** where participants can acquire new knowledge and **group training sessions** to review and reinforce what they have learned.



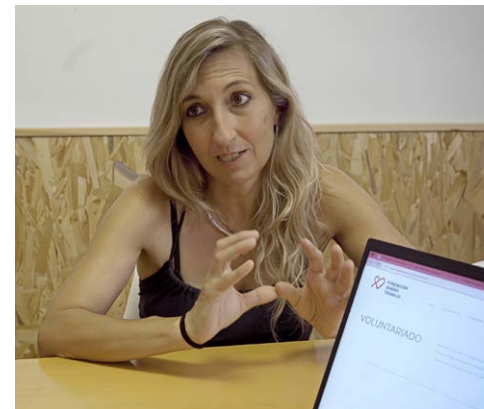
62% of female beneficiaries who completed the programme have found employment.



More than **140** women participated.



More than **70** volunteers from CaixaBank





Awareness-raising and empowerment content and projects

» As part of the **Triumph in Your Interview** programme, we held a workshop in Barcelona in collaboration with the Quiero Trabajo Foundation, bringing together 40 women from eight social organisations in Catalonia and 20 volunteers to help them prepare for job interviews. To this end, we organised presentations on female empowerment and cross-cutting skills, as well as a day of individual mentoring with each of the participants to identify their strengths and improve their CVs. The CaixaBank volunteers who participated in the workshop helped participants identify their strengths, build a pitch to present themselves to employers, and leverage these skills.



- » We participate in **diversity events at all regional offices**, at ImaginCafé and at CaixaBank Talks aimed at customers.
- » We publish **recurring content on diversity and inclusion on social media**.
- » **Creation of the video podcast *More than What You See***. The programme features female role models, presented by journalist Adriana Mourellos. Adriana guides us in a very personal way through the stories of these women. Thanks to these conversations, we discovered how our featured women became role models for other women. During 2024, episodes featuring Desirée Vila, Mercè Brey, Pilar Pascual, Silvia Mas, and Esther Checa were recorded and published.





Membership in organisations and initiatives that promote diversity



- » Joined the Code of Best Practices for Talent Management and Improving Business Competitiveness.

In support of



- » Partner in the UN Women initiative and the United Nations Global Compact, through which we have made a public commitment to align ourselves with their policies to advance gender equality.



- » Joined the United Nations Global Compact initiative to accelerate the representation and leadership of women in business.



- » Joined the STEAM Alliance for Female Talent, Girls in Science, run by the Ministry of Education and Vocational Training, to promote studies and careers in science among girls and young women.



- » Diversity Charter signed in 2011, representing a voluntary commitment, promoted at a European level, to promote equal opportunities and the adoption of anti-discrimination measures.



- » Partner of the CEOs for Diversity Alliance, the first European alliance bringing together CEOs around innovation in diversity, equity and inclusion. This alliance was created in 2019, promoted by the CEOE Foundation and the Adecco Foundation. It currently has 75 signatory companies.



- » We joined this alliance of companies, which acts as a benchmark cluster, working closely with the public and private sectors, and analyses the economic and social opportunity cost of gender gaps.



- » Association whose purpose is to lead and promote change by raising awareness of the value of women in decision-making positions in Spanish banking. It has the support of 20 financial institutions operating in Spain and the Spanish Banking Association (AEB).



- » Since May 2022, we have been members of REDI, the Spanish non-profit association that promotes an inclusive and respectful environment for LGTBIQ+ diversity in the workplace.



- » Supporters of the Diversity Foundation.



- » Members of the Promoter Committee and Advisory Board of the Generation and Talent Observatory, Generacciona.



- » Supporters of the Másfamilia Foundation.

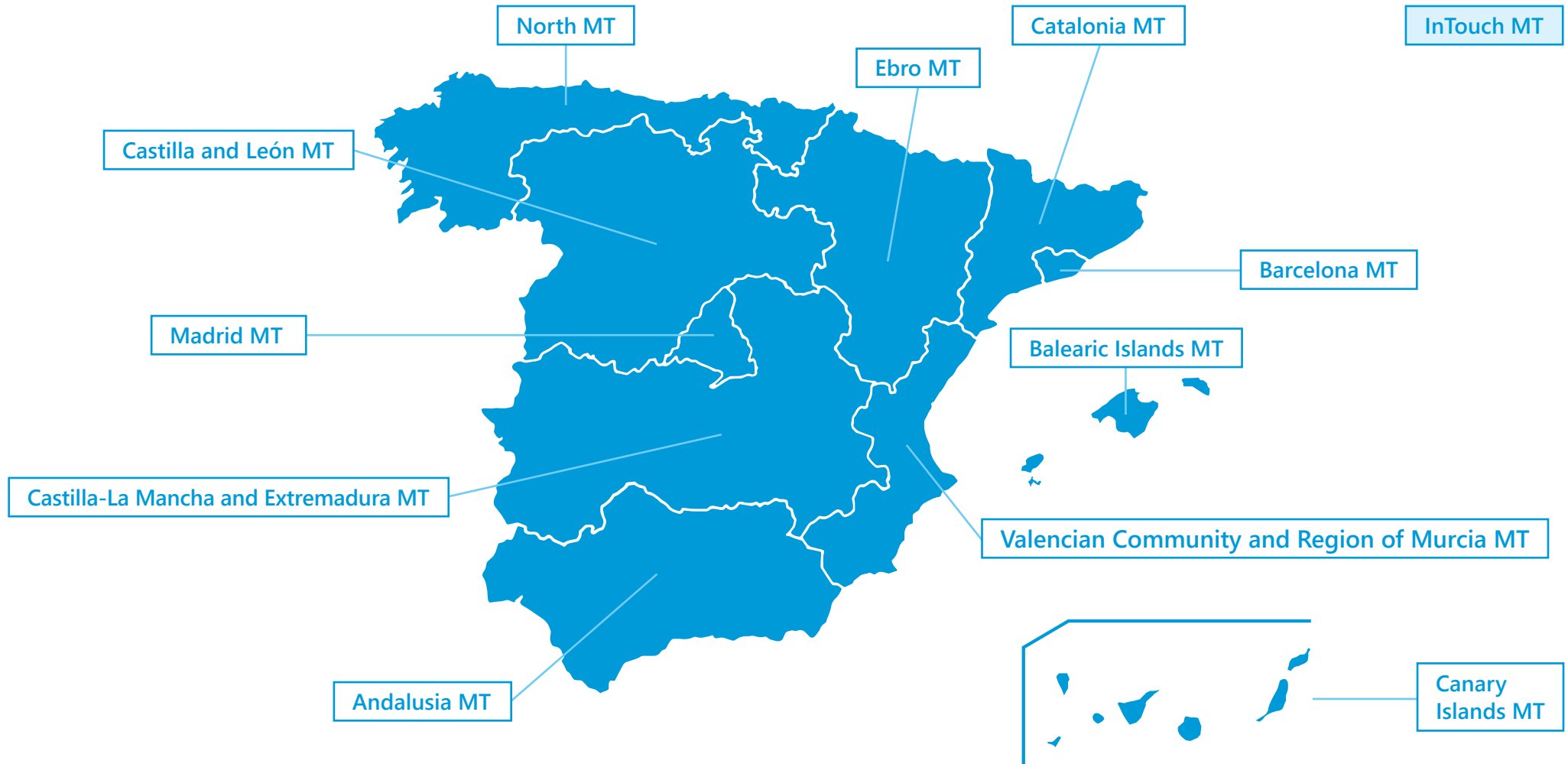
Diversity in CaixaBank's territories



We design actions and participate in initiatives that highlight the diversity of the land

A shared journey enhanced by our positive impact.

Map of CaixaBank's Regional Offices



Regional actions

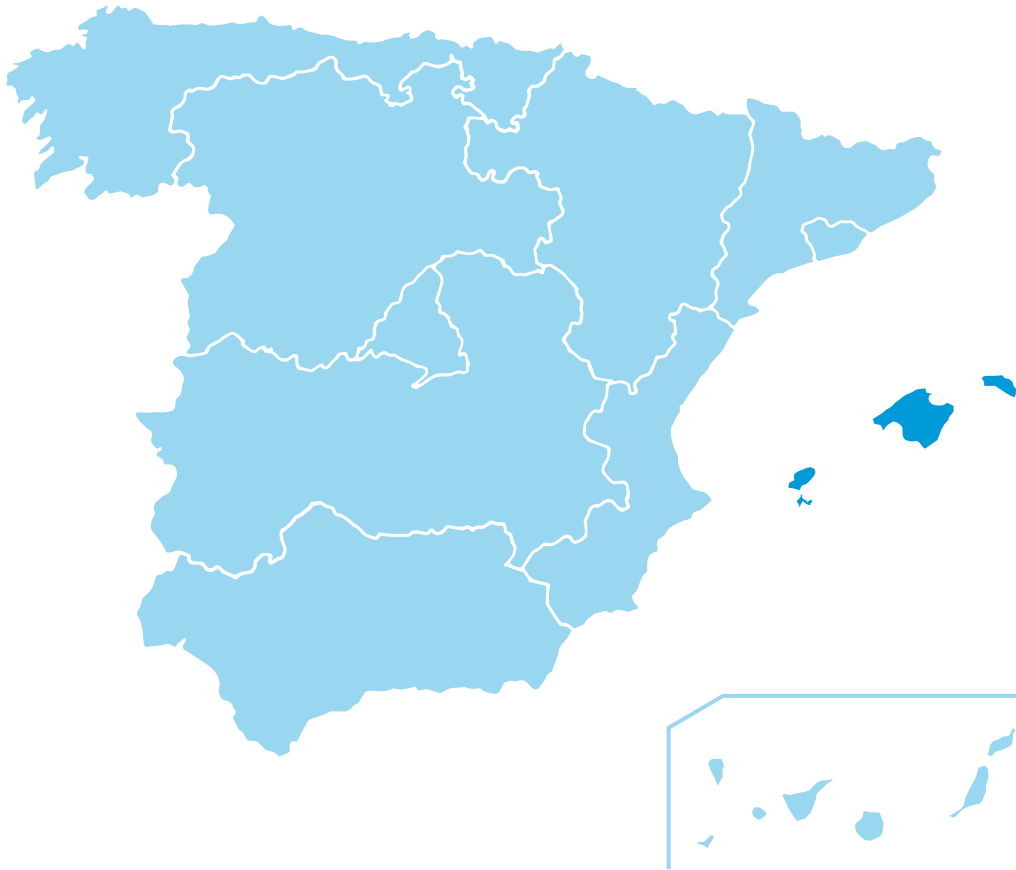


ANDALUSIA

- » **Talent Breakfasts:** Part of Equality Week. Participants included the regional manager, Juan Ignacio Zafra; the chief people officer, Ángel Vega; and a leading and renowned regional director (DC-DAN); and 12 professionals.
- » **Participation in the Talent Lab Conference held in Malaga:** In collaboration with ESIC Business & Marketing School and *SUR* newspaper, we participated in the launch of the 4th edition of **Talent Lab Málaga**, a pioneering initiative formed by a select group of Malaga-based companies that aims to prevent brain drain from the province by identifying promising young people and placing them in the most relevant companies in Malaga.
- » **Flamenco fashion show held at the regional office to promote female entrepreneurship in Andalusia:** The event, organised by CaixaBank and MicroBank, featured testimonials from entrepreneurs Nuria Spínola and Estefanía Escolano, along with the regional manager. The event concluded with a flamenco fashion show featuring the stars of the documentary *Orgullo Vieja*.



Regional actions



BALEARIC ISLANDS

- » **Shared Leadership Conference** organised in collaboration with CAEB and dedicated to raising awareness among companies about the need for gender equality and to highlight and promote women's skills and competencies, with the aim of promoting the use of their talent in the business world and encouraging and fostering their professional development.
- » **TELVA Best Innovative Businesswoman Award:** a new edition was held in the Balearic Islands. These awards recognise women who stand out in the business world, not only for their success in terms of numbers, but also for the energy and leadership they bring to their respective sectors.



Regional actions

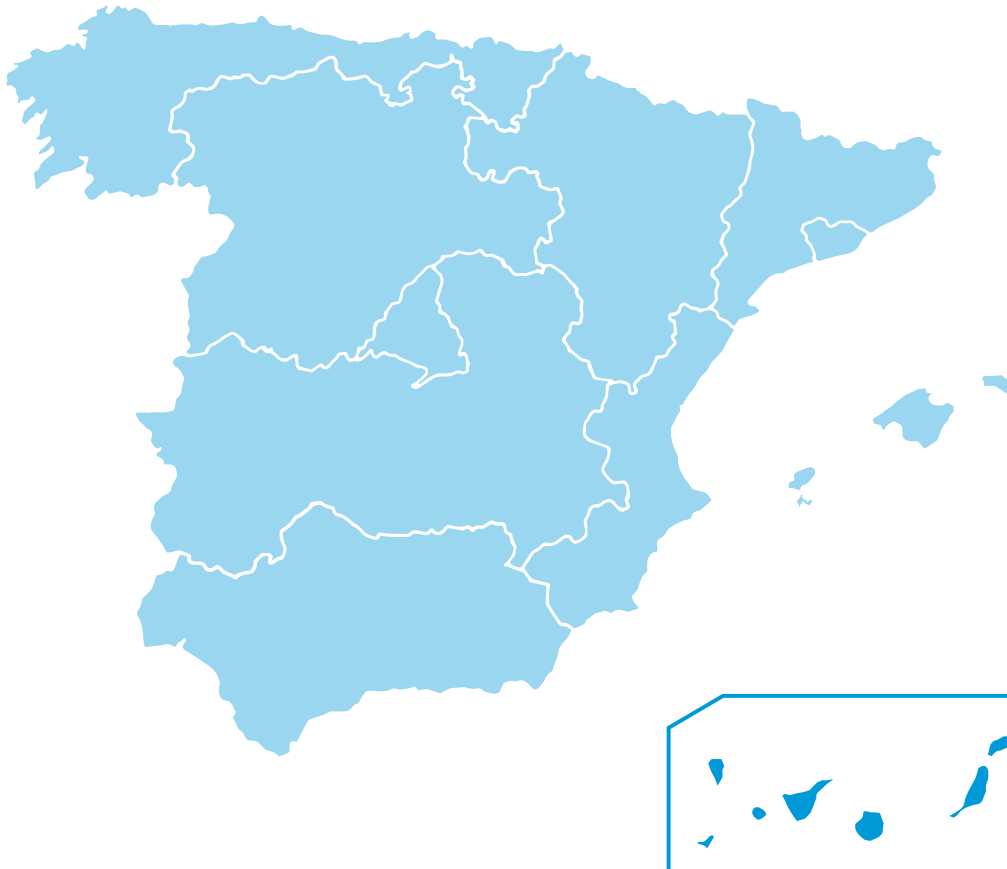


BARCELONA

- » **Talent Arena Mobile World Capital Barcelona:** The CaixaBank Group was the main sponsor of the Talent Arena space at the last Mobile World Congress. Students and professionals from the technology sector had the opportunity to participate in the first edition of Talent Arena, where they were able to immerse themselves in an experience to expand their digital skills and knowledge and collaborate with other professionals from the technology sector.
- » **A day with 40 women from eight social organisations** in Catalonia and 20 volunteers to help them prepare for a job interview. The event featured presentations on female empowerment and cross-cutting skills, as well as a day of individualised mentoring with each of the participants to identify their strengths and improve their CVs.



Regional actions



CANARY ISLANDS

- » **Sixth edition of the CaixaBank Hotels & Tourism Awards:** Entitled Female Entrepreneurs with Stars, this year's awards held a special edition recognising female executives in the hotel and tourist accommodation sector for their professional careers and leadership of projects that contribute to improving tourism. CaixaBank recognised Alicia Martín for her business career in the Canary Islands.
- » **Road to Paris:** Las Palmas de Gran Canaria hosted the first event of this initiative, which featured swimmer Alejandro Rojas.
- » **Wengage Day:** The event was part of Equality Week and was attended by the regional director, Manuel Afonso; the Chief People Officer, José Domingo Pinto; and Presen Simón, a consultant and trainer specialising in cross-cutting skills and equality, as well as several professionals from different areas of the organisation. They had the opportunity to reflect on the role of women in business and society, placing the gender conversation in a space of listening and respect and strengthening the value of femininity.
- » **Phoenix.** A charity project by the Gara Women's Association, made possible thanks to the collaboration of the 'la Caixa' Foundation through CaixaBank, demonstrating its support for projects aimed at the most disadvantaged people.
- » **An afternoon of inclusion at Taoro Park:** In collaboration with PROBOSCO, an organisation dedicated to improving the quality of life of people with intellectual disabilities and their families, #VoluntariadoCaixaBank spent an afternoon with them walking and playing in the park.
- » **Reception for María Cantero,** sailing champion. Participant with Sail Team BCN and AC40 in the America's Cup, sponsored by CaixaBank.
- » **Closing day of the women's mentoring programme for development:** Mentoring is a fundamental lever for promoting talent and accelerating professional growth and development, through the support provided by mentors to mentees with their knowledge and experience.

Regional actions

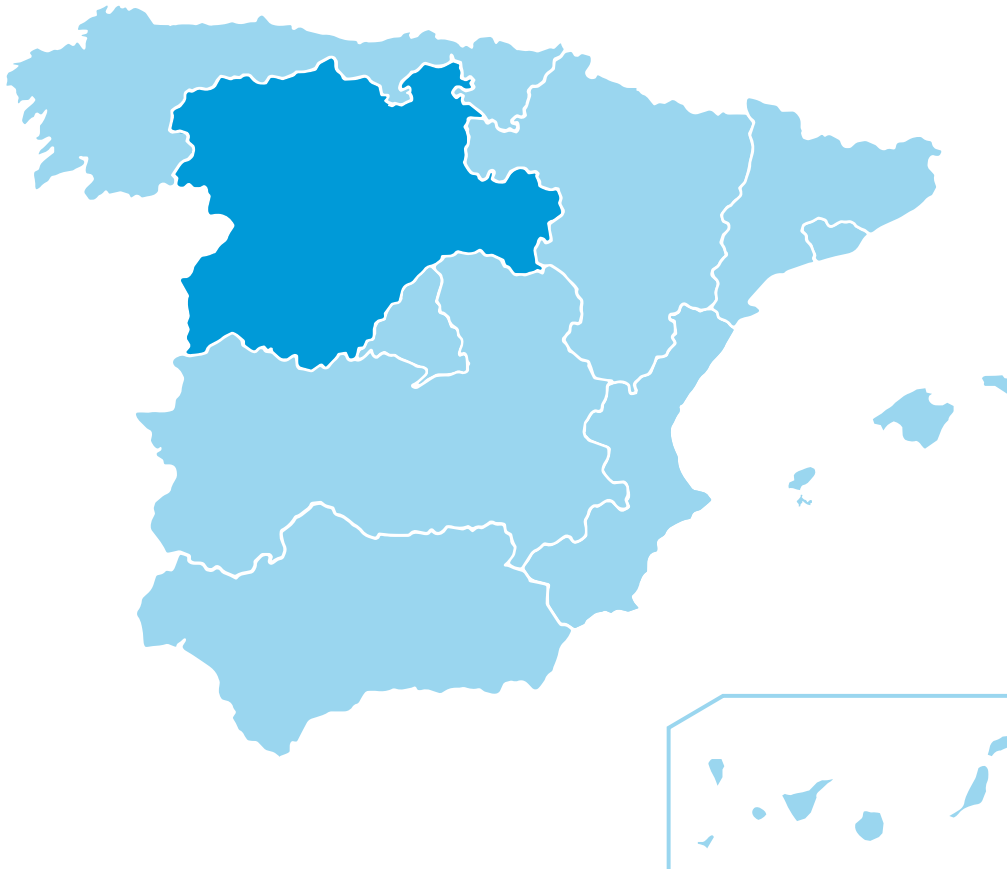


CASTILLA-LA MANCHA AND EXTREMADURA

- » **Video message from regional manager Juan Luis Vidal:** Video for the entire staff reaffirming the regional office's commitment to gender equality, the promotion of an inclusive culture and employing approachable, involved and exemplary leadership in matters of diversity.
- » **Talk and discussion on equality and female leadership:** Organised by the regional office, Director Juan Luis Vidal and his management team participated in a talk and discussion alongside leading women from the institutional and business spheres. During the meeting, participants discussed the main challenges facing society in advancing equal opportunities and reducing the gender gap.
- » **Breakfasts with Women Leaders:** As part of Equality Week, ten breakfast meetings were organised, one for each business area, with the participation of CaixaBank employees and leading women from each town as speakers. These events promoted the exchange of experiences, the visibility of female talent and the promotion of leadership with an inclusive perspective.
- » **Participation in the Women's Race in Toledo:** Thus strengthening our commitment to gender equality, the visibility of women's sport and the promotion of healthy habits. Employees and volunteers joined this charity event in support of causes related to women's health and the fight against gender violence.
- » **Discussion on inequality in sport:** A discussion on inequality in sport took place at the Toledo Store office, organised by the Toledo City Council in collaboration with the organisation. The event brought together journalists specialising in sports news, who discussed the treatment of women's sport in the media and the challenges that remain in achieving equal coverage.
- » **Agreement between the AgroBank Chair for Women, Business and the Rural World:** Signing of an agreement with the University of Castilla-La Mancha (UCLM) for the creation of the AgroBank Chair for Women, Business and the Rural World. This initiative aims to establish a research forum within the university that generates knowledge and results of interest in the areas of gender, equal opportunities in rural areas, and economic development.



Regional actions

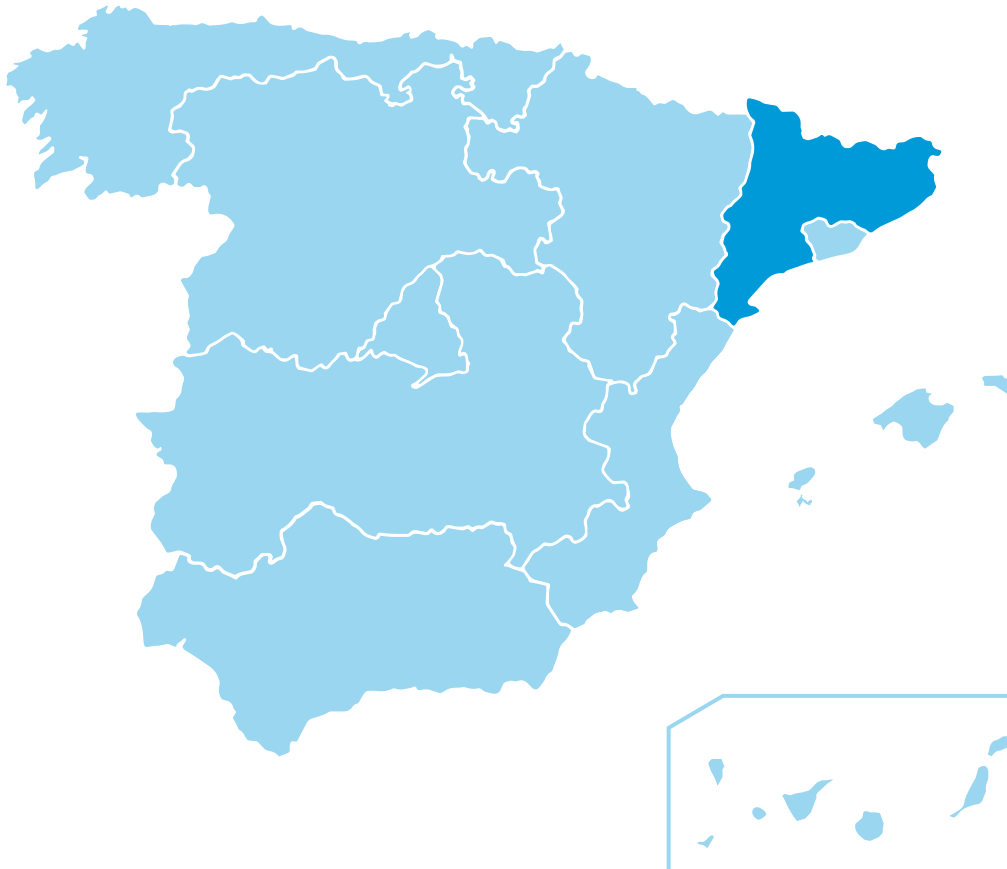


CASTILLA AND LEÓN

- » **Events surrounding Women's Day:** To celebrate International Women's Day on 8 March, meetings were held with leading women from different fields. Nine conferences were held, one per province, to promote gender equality in the workplace and encourage female leadership in the community.
- » **Breakfasts with talent:** Various breakfasts were held at the regional office, with large numbers of employees attending.
- » **News with testimonials:** News featuring testimonials from leading colleagues in various fields, interviews with women at the regional office, interviews with junior talent and with senior talent.



Regional actions



CATALONIA

- » **Conversations in Feminine:** Taking advantage of Equality Week, an internal meeting was held at the regional office with five female employees (recently hired women and women with long careers at the organisation) to discuss the challenges they have had to overcome and the strategies they have used to do so.
- » **Visibility of women in the tourism sector:** On 8 May, as part of the regional meetings with the tourism sector, the president of the Tarragona Hospitality and Tourism Federation and director of the Joan Bungalow Park Campground was invited to participate in the meeting to raise the profile of women in the Catalan tourism sector.
- » **Businesswoman of the Year Award:** In July, Judith Viader, CEO of Frit Ravich, was named Businesswoman of the Year in Catalonia, and in October she received the award for Spain. The jury recognised her merits in terms of the success of her business, her professional career, her leadership skills and her participation in female mentoring initiatives and networks of other female entrepreneurs or business leadership groups.
- » **Women's Race:** Promotion of health and well-being through sponsorship and participation in the Women's Race held every September in the city of Girona. All employees who wanted to participate were offered a race number, and we also supported the organisation through corporate volunteering.



Regional actions

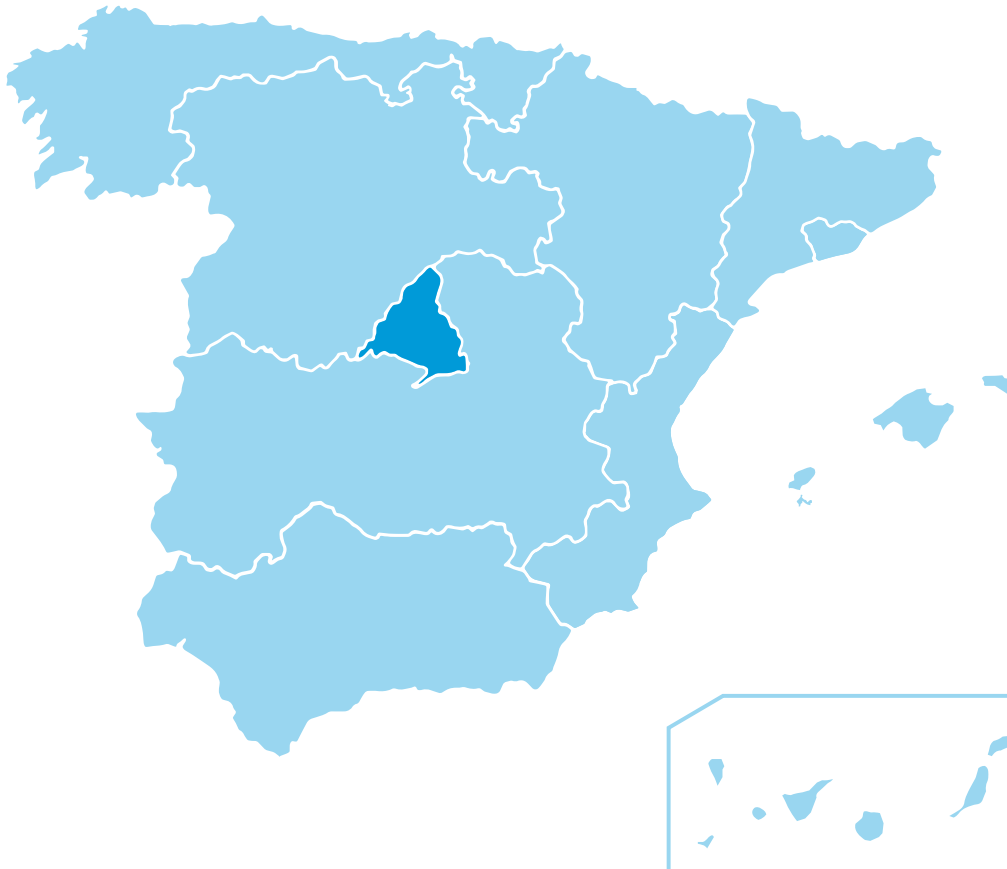


VALENCIAN COMMUNITY AND REGION OF MURCIA

- » **8th Discussion on Women, Science and Business:** Organised by the Rei Jaume I Awards Foundation. This conference has become a traditional event in Valencia on the occasion of Women's Day, with prominent participants from the worlds of science and business, areas covered by the Rei Jaume I Awards.
- » **Commitment to Us Women:** Conference held with the aim of promoting gender equality. It was attended by 170 people, including Hortensia Roig, president of EDEM, who shared her Children's Literature Award. The event was closed by the second vice-president and councillor for Social Services, Equality and Housing, Susana Camarero.
- » **Fifth You and Me: Us conference.** As part of our annual agreement with the newspaper *Las Provincias*, we once again participated in the special edition *Who's Who: Women in Business and Institutions in the Valencian Community*. Publication (paper and digital) featuring prominent women in business, politics and society in the Valencian Community, released on 8 March on the occasion of International Women's Day.
- » **Talent breakfast** attended by 11 female colleagues with different jobs.
- » **Inclusive Leadership and Diversity Management:** Event organised by the Murcia Region Economic Circle on diversity, in which we participated alongside other prominent figures from the Murcia Region.
- » **ClosinGap conference 'The impact of equality on business growth':** Promoted by CaixaBank, it was held at the headquarters of the Cartagena Chamber of Commerce. Some of the practices included in the updated ClosinGap Toolkit were presented, which brings together more than 300 initiatives from partner companies to promote equality and boost female talent.



Regional actions



MADRID

- » **STEM ROOM:** Workshop co-created and delivered by the winners of the WONNOW Awards to inspire scientific and technological vocations in children aged 12 and 13, as well as to break gender stereotypes. We had 32 children of employees participate.
- » **CaixaBank Talks** at AIO Colón on **International Day against Homophobia, Transphobia and Biphobia**.
- » **Sponsorship of the Global Summit of Women** International meeting of women executives under the slogan 'Driving the economies of the future'.



Together we
are stronger

Grupo  CaixaBank

As the CaixaBank Group,
we also promote
diversity and inclusion
in all group companies

***Because we always travel further
as a team.***



Wengage EdG 2024

» International Day of Women and Girls in Science Campaign

11 February - Article highlighting the importance of promoting access and participation for women and girls in science and participatory action to encourage the recommendation of films starring women that reflect this theme.



» International Day Against Homophobia, Transphobia and Biphobia

17 May - Awareness-raising activities to demonstrate the organisation's commitment to diversity and inclusion and to reject and condemn all forms of discrimination. In addition, other tools were published, such as *The Genderbread Person*, which illustrates the differences between concepts such as gender identity, sexual orientation, and biological sex.



» Infographic on inclusive language

Publication of an infographic to remind people of the importance of inclusive language so that everyone feels named and included, with different examples and tips.

¡Emplea un lenguaje más inclusivo!

El lenguaje inclusivo es esencial para democratizar el uso de las palabras y que todas las personas se sientan nombradas e incluidas.
¡Te explicamos cómo emplearlo!

Evitar el falso genérico hombre ❌ "los alumnos" ✅ "el alumnado"	Desdoblar lo menos posible ❌ "los vecinos y las vecinas" ✅ "el vecindario"
Visibilizar a la mujer que ocupa un cargo ✅ "la rectora", "la profesora"	'TIPS' para un uso no sexista del lenguaje
Evitar usar artículos masculinos para hacer referencia a ambos sexos ❌ "el que lo lea" ✅ "quien lo lea"	No se debe utilizar la @, pues no se puede leer ❌ "compañer@s" ✅ "colegas"
No utilizar eufemismos ❌ "personas especiales" "capacidades especiales"	Evitar la condescendencia y la infantilización ❌ "campeones", "héroes", "pobrecito"...
Poner a la "persona" antes que la discapacidad ✅ "persona con discapacidad"...	'TIPS' para referirse a personas con discapacidad o diversidad funcional
Utilizar los términos adecuados ❌ lenguaje de signos ✅ lengua de signos	❌ "sordomudo", "sordo", "ciego", "paralítico" ✅ "persona con discapacidad auditiva", "persona con sordera", "persona con ceguera" o "persona con movilidad reducida"

Fuentes: educu.org; Universidad Miguel Hernández



Wengage EdG 2024



» Diversity Month

May was Diversity Month, when we celebrated diversity in all its forms: gender, functional, generational, sexual, cultural, and intellectual. A calendar was created with activities and questions about diversity that encouraged reflection.

» International Day for the Elimination of Violence against Women

25 November - Internal communication campaign to raise awareness about violence against women and remind employees of the support channels available through the Human Resources teams of CaixaBank Group companies.



» Inclusion in action

Article with practical tips for building a diverse environment:

- 1. Reflect on your biases**, both conscious and unconscious, to recognise prejudices related to race, gender, age or other factors.
- 2. Value a diversity of ideas** and avoid discarding those that do not follow the conventional wisdom.
- 3. Guarantee fair treatment**, without showing favouritism, so that everyone has the same opportunities for growth at work.
- 4. Encourage the inclusion of colleagues who work remotely** and ensure that they feel part of the team.
- 5. Establish communication channels to share mental health concerns** and create a supportive environment.
- 6. Identify areas where inequality exists** and advocate for necessary change.
- 7. Share what you have learned about inclusion** with your colleagues, thereby contributing to the creation of a more pleasant environment for everyone.



